GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Revenue (Disaster Management) Department –Standard Operating Procedures (SOP) and User Manual on WebEOC for Consistent Rhythms based on the Surveillance, Information Respond and Analysis (SIRA) – Adoption – Orders – Issued.

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REVENUE (DISASTER MANAGEMENT.II) DEPARTMENT

G.O.Ms.No.5 **Dated:23.08.2022.**

Read the following:-

1.G.O.MS.No.6, Revenue (DM.OP) Department, Dated.28.08.2015.

2.Minutes of the Meeting Conducted on Developing Consistent Rhythms Convened by the Chief Secretary on 21.07.2022.

ORDER:-

In the G.O. 1st read above, Government have issued orders for adopting the "Standard Operating Procedure document for Cyclone Management" based on the experience of "Hudhud" and other Cyclones.

2. A meeting has been convened by the Chief Secretary, Government of Andhra Pradesh regarding development of "Consistent Rhythms" based on the Surveillance, Information Response and Analysis (SIRA) framework by respective Departments i.e Health, Arogyasri, Urban Development –Sanitation, Industries –MSME, Revenue Azmaiash, Handlooms & Hadmicrafts, SERP & MEPMA and Revenue (Disaster Management) Department for local level integrated Realtime monitoring by all departments.

3. The Standard Operating Procedures (SOP) prepared by the AP State Disaster Management Authority (APSDMA) describes the departmental activities undertaken at various administrative levels. The SOP also includes all Disaster Management related activities of the Department in the State during the Pre-Disasters, During-Disaster and Post-Disasters. The defined SOP also reflects the department efforts in establishing co-ordination among various Central Government agencies and State Government departments cum Districts during various phases of the disaster for alert dissemination, deployment, relief management, damage/loss assessment and memorandum preparation.

4. Under the Consistent Rhythm of Digitalization, AP State Disaster Management Authority has also developed, WebEOC, an integrated emergency management system that will ensure the real time flow of information at various administrative levels during the time of disaster. The WebEOC formalizes the process of preparedness measures, situation reporting, resource management, request for resources/teams or task assignment, relief camps management and damage assessment. For the purpose of using WebEOC, the Andhra Pradesh State Disaster Management Authority has developed the User Manual following which the users at various levels can make the best use of the WebEOC system during the time of disaster and generate various department wise/Administration control wise report.

5. After careful examination of the above, Government hereby issues orders adopting the "Standard Operating Procedure document for Consistent Rhythms" and "WebEOC and its User Manual" based on the Surveillance, Information Response and Analysis (SIRA) as annexed to this order. All the concerned Departments and the District Collectors shall follow the procedures / actions listed in the adopted "SOP" Document scrupulously.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

G.SAI PRASAD
SPECIAL CHIEF SECRETARY TO GOVERNMENT

To
All the Concerned Special Chief Secretaries / Principal Secretaries / Secretaries
All the Concerned Heads of the Departments.
All the District Collectors in the State.

Copy to:-
PS to Chief Secretary , Government of A.P.
PS to Spl. Chief Secretary to Government, Revenue (DM) Department.
The Managing Director, Andhra Pradesh State Disaster Management Authority, Kunchanapalli, Guntur District.
SC/SF

//FORWARDED :: BY ORDER//

SECTION OFFICER

ANNEXURE-I [G.O.Ms.No.5, REVENUE [D.M.II] DEPT, Dt. 23.8.2022.

SOP: Disaster Management

PRE - DISASTER					
LEVEL	**ACTIVITY**	**SURVEILLANCE**	**INFORMATION**	**RESPONSE**	**ANALYSIS**
STATE	1. Ensure the communication systems are fully functional 2. Dissemination of Weather forecast and related Information 3. Planning and conducting of Capacity building and Training programs	• Monitor Weather Forecast and Alert Systems • Performance monitoring of Capacity building programs	• Collecting details of Nodal agencies/persons at Central level and State Line departments	• Dissemination of Alerts down the line • Getting additional information on disaster related events	• Identifying the gaps in the DM plans • Analysis of existing as well as new Hazard Risk and Vulnerability Factors
DISTRICT	1. Ensure the communication systems are fully functional 2. ConductingTraining programs,Mock drills and Capacity building 3. Prepare a list of all Inventory 4. Finalizing the evacuation routes and plans	• Monitoring of Weather Forecast and Alerts issued by SEOC • Monitoring of Capacity building programs	• Ensuring the updating of inventories by department • Documenting capacity building initiatives taken by respective departments	• Instructing line departments to update inventories • Disseminating alerts to mandal and village levels	• Analyzing the resource availability with line departments
MANDAL	1. Conducting Mock drills 2. Identifying the vulnerable habitations and sufficiency of cyclone shelters and their management plans	• Updating and assessing any additional required inventories during disaster events • Monitoring of Training activities, Mock drills and Capacity building programs	• Documenting all the capacity building initiatives taken in the mandals • Prepare a list of all cyclone shelters and their condition	• Instructing village officials to update inventories • Disseminating alerts to village level officers • Preparation ofplans for shelter management	• Analyzing the resource availability with line departments • Analyzing the vulnerable villagesand preparation of plans for evacuation
VILLAGE	1. Conducting Capacity building Training programs and Mock drills 2. Identify the vulnerable habitations/points/areas and preparing a list of all cyclone shelters and other structures	• Updating and assessing any additional required inventories during disaster events • conducting of Training activities, Mock drills and Capacity building programs	• Collecting and ensuring the inventories required in the village • Prepare a list of all cyclone shelters and their condition	• Disseminating daily situation to the local people • Preparation ofroute plansand shelter management	• Analyzing the vulnerable habitationsand preparation of plans for evacuation

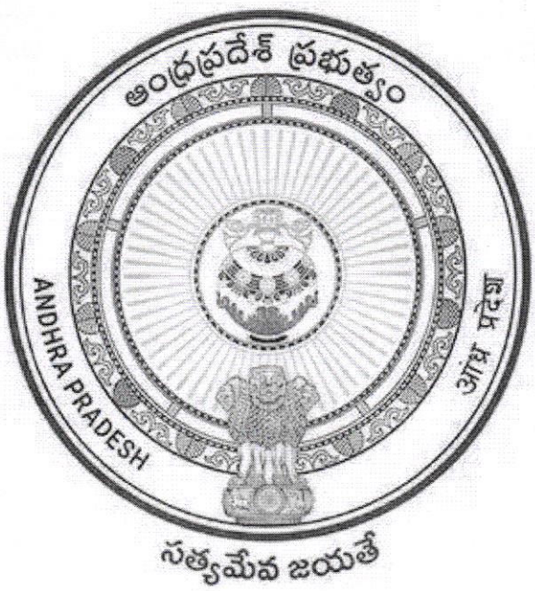
DURING DISASTER					
LEVEL	**ACTIVITY**	**SURVEILLANCE**	**INFORMATION**	**RESPONSE**	**ANALYSIS**
STATE	1. Obtaining Weather related data from Nodal agencies like IMD-GFS and ECMWF Models, Earth Network Application, CFAN, IMD, JTWC Model, CWC and APWRIMS, APSDPS, INCOIS 2. Coordinating with central and state line departments and District Administration	• Monitoring of extreme weather events • Directions to the district administration and line departments	• Prepare alert bulletins for various hazards • Preparing event situation reportand furnishing to the higher authorities	• Issue district and mandalspecific alerts • Deployment of NDRF, SDRF, Police and Fire department teams • Sanction and Release of funds under TR-27	• Mapping of Vulnerable areas and preparing possible damage analysis reports • Identifying the gaps in rescue and relief operations
DISTRICT	1. Dissemination ofWeather-related data to the ground level 2. Arrangement for evacuation of affected people to safer places 3. Formation of teams/ appointment of nodal officers department wise	• Close watch of extreme weather events information on continuous basis • Monitoring the line department activities like search and rescue, evacuation, relief etc.	• Collecting information pertaining activities like search and rescue, evacuation, relief etc. • Timely reporting of ground situation to the state	• Timely alerts to the possible affected mandals • Disbursement of man material to the affected areas based on ground situation	• Identifying the gaps in rescue and relief operations • Assessing the need for any additional requirement from the state
MANDAL	1. Alerting the village level officers based on the information received from the District 2. Continuous coordination with village and district level officers 3. Relief Shelter management and coordination with village level officers	• Ensuring dissemination of the alerts to public by Village level officers • Monitoring the relief camp and rescue and relief activities	• Communicating appropriate information to the villages • Sharing of the ground reality to the districts	• Timely alert the village level officers • Opening and management of relief camps	• Identifying the gaps in rescue and relief operations
VILLAGE	1. Communicating the information to the local people 2. Shifting the affected population to relief camps/Safety places	• Monitoring the relief operations • Gathering data and information pertaining relief operations	• Communicating appropriate information to the public	• Alerts to the local public through Tom-tom and other modes	• Assessing the need for any additional requirement for managing relief and evacuation activities at village level

POST DISASTER					
LEVEL	**ACTIVITY**	**SURVEILLANCE**	**INFORMATION**	**RESPONSE**	**ANALYSIS**
STATE	1. Ensuring the undertaking assessment of Damages and losses by the departments 2. Restoration of damaged infrastructure like Roads, power, drinking water etc. by the departments 3. Preparation of memorandum on damages and losses due to calamity	• Assessing the severity of damages due to disasters • Supervision of the restoration works undertaken by districts and departments	• Collecting reports on Damage and losses • Submission of memorandum to Govt. of India	• Ensuring the completion of restoration of damaged infrastructure	• Identifying the gaps in post disaster management activities like restoration • Identifying gaps in data collection of damaged infrastructure
DISTRICT	1. Restoration of Road and tele-communication, Electricity, Drinking Water Supply and Houses damaged 2. Undertaking the assessment of losses and damages	• Supervision of the restoration activities in the district	• Collecting reports on Damage and losses • Submission of reports on damages and losses to the state	• Ensuring the completion of restoration of damaged infrastructure	• Identifying the gaps in post disaster management activities like restoration • Identifying gaps in data collection of damaged infrastructure
MANDAL	1. Restoration of Road and tele-communication, Electricity, Drinking Water Supply and Houses damaged by the respective department officers 2. Undertaking the assessment of losses and damages by the respective department officers	• Reporting status on losses and damages to the district authorities • Reporting status of restoration activities to the district authorities	• Collecting reports on Damage and losses • Submission of reports on damages and losses to the district	• Village wise consolidation of damages and losses by the department concerned • Village wise consolidation of list of beneficiaries • Distribution of relief assistance and material	• Verification and analysis of beneficiaries
VILLAGE	1. Supporting the officers for undertaking enumeration of damages 2. Documenting and reporting the Enumeration of Losses and Damages 3. Listing out the beneficiaries	• Supervising the distribution of relief assistance and material to the intended beneficiaries	• Coordinating with line department officers for undertaking damage and losses information	• Timely supporting the enumeration officers • Physical verification of the losses and damages	Analyzing the damage areas of the affected places under village jurisdiction

ANNEXURE-II

(G.O.Ms.No.5 , REVENUE (DM.II) DEPT, Dt.23.08.2022)

Andhra Pradesh State Disaster Management Authority



WebEOC

Integrated Emergency Management System

End User Manual/Guide

1.0	1/Aug/2022	ATLAS TELECOM	ISSUED FOR SUBMISSION
VERSION	**DATE**	**ORIGINATOR**	**DESCRIPTION**

Atlas Project No.: AT-00814 Atlas Document Name.: AT-00814-EndUserGuide

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Position Abbreviations:

DC – District Collector

EDSDMA – Executive Director SDMA

DRO – District Revenue Officer

SEOC – State Emergency Operation Center

DEOC – District Emergency Operation Center

RDO – Revenue Division Officer

MRO – Mandal Revenue Officer

Department Abbreviation:

AGRI – Agriculture Department

AH – Animal Husbandry Department

CS – Civil Supplies Department

FIRE – Fire Department

FISH – Fisheries Department

HORT – Horticulture Department

IRG – Water Resource Department

MED – Medical Department

PR – Panchayati Raj

POL – Police Department

PWR – Power Department

REV – Revenue (DM) Department

RB – Roads and Buildings

RWS – Rural Water Supply

SDRF – State Disaster Response Force

1. Introduction

Andhra Pradesh State Disaster Management Authority has developed and implemented WebEOC an Integrated Emergency Management System for the State of Andhra Pradesh that includes all Disaster Management related activities of the department in the state.

2. About Solution – WebEOC

Global leader in crisis information management technology and experienced solution integrators. WebEOC® is a proven emergency management solution with hundreds of installations worldwide, and its highly secure environment and simplicity of operation have made WebEOC® the low-risk solution of choice for emergency managers around the world.

WebEOC currently implemented in Disaster Management organizations around the world, WebEOC comply with Government of India security requirements and standards.
Using the real-time, web-based, WebEOC solution suite, emergency managers gain a common operating picture and are able to:

- Gather and filter all the information they need to make strategic and operational decisions under pressure and to assign priorities and allocate tasks.
- Coordinate and manage real-time emergency or event response and communications across entire state and its different departments and operational sites.
- Rapidly provide emergency managers, operations staff, public officials and the media key data they need to do their jobs effectively.
- Use visual dashboards and dynamic real-time mapping to instantly track the status of people, places, supplies, transport and other resources in context with changing risks and hazards.
- WebEOC's design is based on the following emergency information management systems:
  - User-friendly.
  - Easy to configure and tailor to the conditions of the agency.
  - Comply with the provisions for the Incident Command System, "ICS".
  - Integrate with other systems, such as mapping, and other CIMS alert notification systems.
  - Operate within a variety of network configurations.

3. Objectives

This manual provides instructions and the information that you need to operate WebEOC during daily operations or in response to an emergency.

4. Overview of Positions and Incidents in WebEOC

Positions

Positions in WebEOC are used to determine roles and levels of system access. The following naming convention will be followed:

- STATE – "AP-DEPT-SEC/DG/COMDT" or "AP-SEOC-DEPT/position"
- DISTRICT - "AP-DISTT-DEPT/position"
- DIVISION – "AP-DIST-DIV-DEPT/position"
- MANDAL - "AP-DIST-DIV -MANDAL-MRO"

Incidents

Incidents in WebEOC are the mechanisms used to store data entered into the system. Data saved in an incident are stored for safekeeping and can be accessed later for reporting and analysis. There are three (3) categories of Incidents: Day to Day, Real Event and Training/Mock Drills.

- Day to Day Incidents are used to store data for daily operations.
- Real Event Incidents are used to store data during a Crisis Response where the EOC has been activated.
- Incidents designated with a 'live' or 'sim' suffix indicate a live training and simulation, respectively.

For Incidents, the following naming convention will be followed:

Day to Day Operation Incident

- AP-Day to Day-ddmmyyyy
- AP-DISTT-Day to Day-ddmmyyyy-live
- AP-DISTT-Day to Day-ddmmyyyy-sim

For Specific Emergencies/Incidents

- Event Name/DDMMYYYY/RealEmergency/IncidentRemarks
- Event Name/DDMMYYYY/Exercise-Training/IncidentRemarks

5. Process Wise Description: Getting Started

To consume the WebEOC system, the application has to be accessed through user's browser. Below steps explains in detail on accessing and consuming WebEOC application.

5.1. Login Process

Steps	Action	Role
1)	This to Access the WebEOC application, Open the browser and enter in to the following WebEOC system URL: https://webeoc.ap.gov.in or https://webeoc.ap.gov.in/Apcosmic	ALL USERS
2)	If the user accessing the system is a valid user, the system will automatically validate the user and redirect to the Position and Incident Select window, where the user has to select the position and incident name. The user will have to select his respective allotted positions and reporting incident from the list. Click on "Continue" to redirect to System wide Message Page and Home Menu Page. Then the system will be redirected to the home screen where user can access all the privileged forms. Click cancel to logout from the system.	ALL USERS

4) Once the user is logged in, the Username, Position and Incident will be displayed at the top of the page.

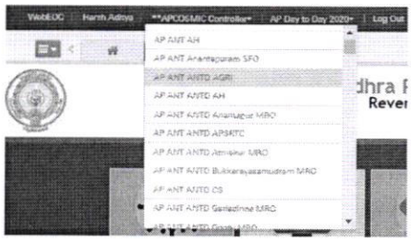
- Click on this Button to view WebEOC in Full Screen Mode.

Exiting Full Screen Mode:

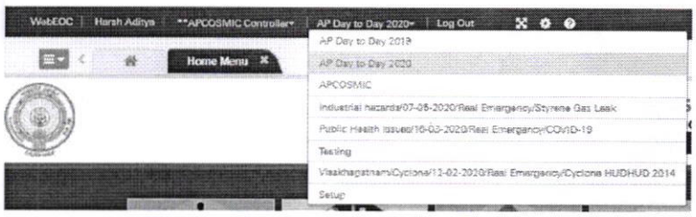
5) On Full Screen view, the Username, Position, Incident Name and Log Out Button hides. Hence to resume to the Normal View, click on present on the bottom of the page.

In case user is assigned multiple positions/roles and participating in multiple incidents then, the users can switch roles and incidents according to their choice directly from Home Menu.
For changing between Position and various Incidents, the user have to select the list present near the position name and incident name at the top of Page of the application.

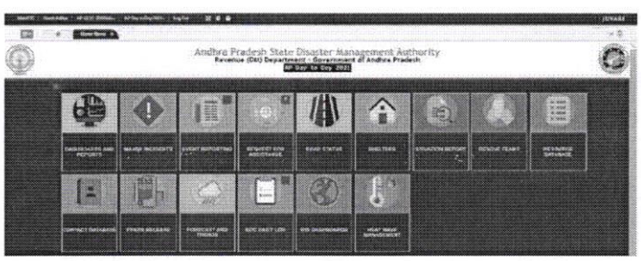
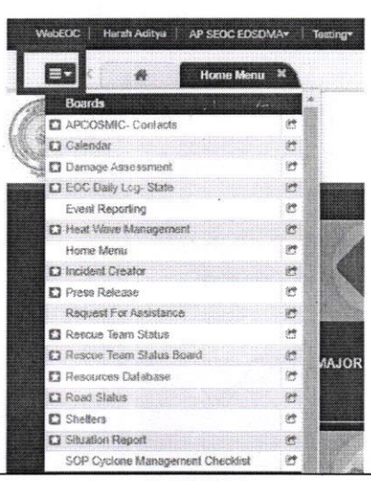
Switching Positions:



Switching Incidents:



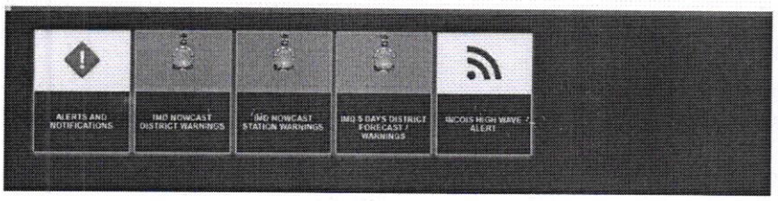
5.2. Home Menu

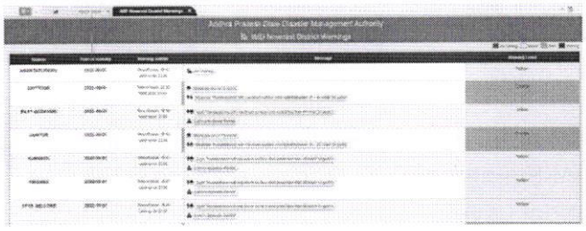
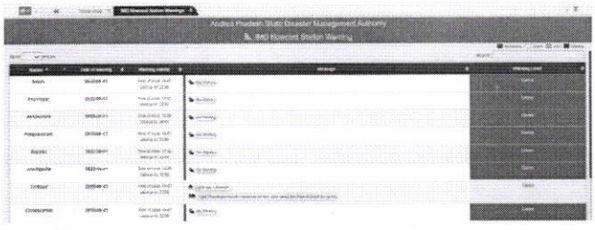
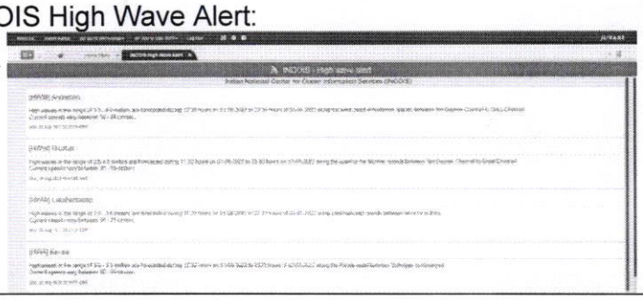
Steps	Action	Role
1)	In few seconds the system will automatically redirect the user to Home Menu, which displays all the privileged modules/forms to the user.  The display of these modules /forms depends upon the position/role of user. By clicking on each process the officers/user can access each modules/forms as per their requirements.	ALL USERS
2)	The list type icon present on the top left side of the page also contains the modules/forms for the providing the quick navigation option to the users between different forms/modules. 	ALL USERS

5.3. Alert and Notification

Description

- A process by which a all officials in the state can make receive Alerts generated by SEOC using WebEOC.

Steps	Action	Role
1)	Click on the **Forecast and Alert** icon on the Home Menu or select **Request for Assistance** from the list icon present on the top left side of the page :	ALL USERS
2)	On opening from **Home Menu** user a new window will open on the Home Menu: **Alert and Notification –** For Viewing Published Alert **IMD Nowcast District Warnings** – For receiving district wise alerts from IMD system **IMD Nowcast Station Warnings** – For receiving station wise alerts from IMD system **IMD 5 Days District Forecast/Warnings** – For receiving 5-days district forecast/warning from IMD system **INCOIS High Wave Alert** – For receiving INCOIS High Wave Alert, for communicating it to local community in coastal districts.  ALERTS AND NOTIFICATIONS IMD NOWCAST DISTRICT WARNINGS IMD NOWCAST STATION WARNINGS IMD 5 DAYS DISTRICT FORECAST / WARNINGS INCOIS HIGH WAVE ALERT	ALL USERS

4)	Alerts and Notification: IMD Warnings:   INCOIS High Wave Alert: 	ALL USERS

5.4. Event Reporting

Description:

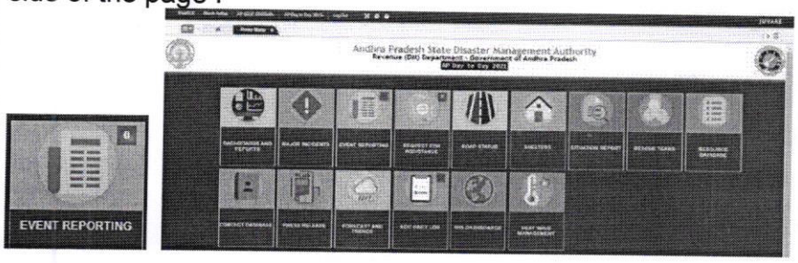
Event reporting is a process comprised of sharing of information and establish a coordination among the teams / groups related to deciding plan of action, decisions made, obstacles (if any) in activation of the action plans.

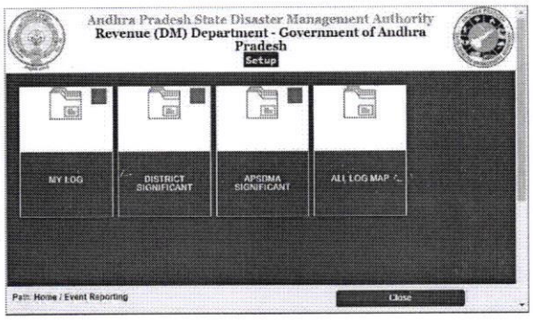
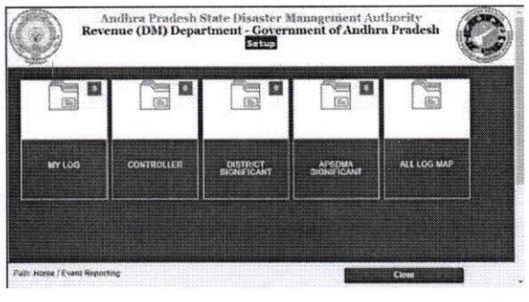
Activity Log

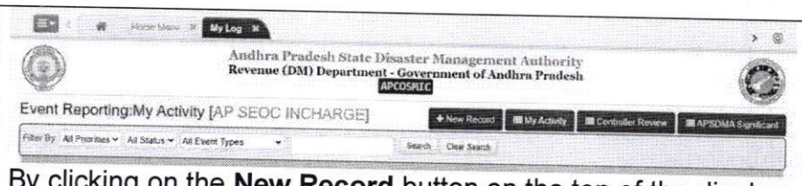
- Items which are important at the position and section levels will be recorded.
- Users can create new entries, add to existing entries or choose to "Post to Significant Events"
- This function is given to all levels of Incident Command from RDO level to DC level in the district and to all APSDMA positions at state level.

Significant Events

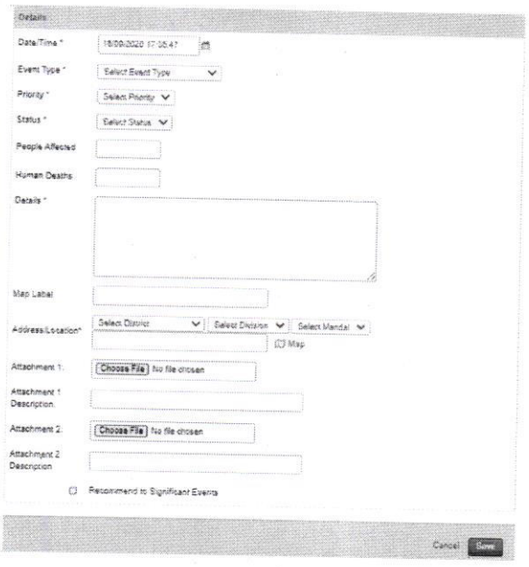
- APSDMA Significant Events - Items viewable by all users involved in the incident.
- District Significant Events - Items viewable by all department functionaries down to Division and Mandal Level.

Steps	Action	Role
1)	Click on the **Event Reporting** icon on the Home Menu or select **Event Reporting** from the list icon present on the top left side of the page : 	ALL USERS
2)	On opening from **Home Menu** user a new window will open on the Home Menu highlight **4 types of form/module namely**: **My Log** – For Creating New Entries	ALL USERS except DCs,

	District Significant – For displaying respective District's wide important events **APSDMA/State Significant** – For displaying State wide important events **All Log Map** – For viewing the location of each event reported  	DROs, DEOCs, SEOC INCHARGE, EDSDMA, MD (SEOC REV)
3)	On opening from **Home Menu** user a new window will open on the Home Menu highlight **5 types of form/module namely**: **My Log** – For Creating New Entries **District Significant -** For displaying respective District's wide important events **APSDMA/State Significant** – For displaying State wide important events **All Log Map** – For viewing the location of each event reported  	
4)	On opening from **Home Menu** user a new window will open on the Home Menu highlight **4 types of form/module namely**: **My Log** Button: This view will take you for creating new entries or events by the users. By clicking on **"New Record"** the user can create new event.	ALL USERS



By clicking on the **New Record** button on the top of the display gives the user to access the Events form.

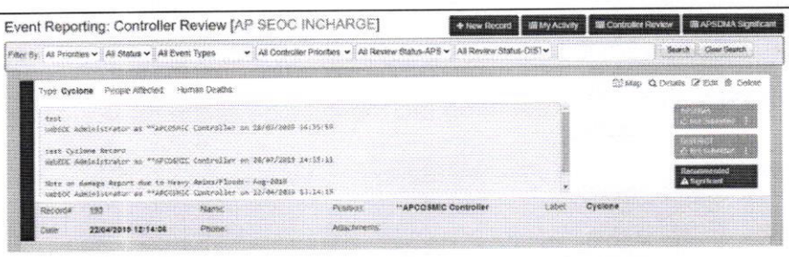


User have to fill the following form can save the Event Reporting using the **"Save"** button. The user need to fill the section marked with * before saving the data as these are the mandatory field.

By selecting the **Checkbox** ☐ Recommend to Significant Events the user can recommend the event to the controller for reviewing the information for sending it to Significant Events.

The user can filter the information by selecting **various filters and search option** present on the top of the page.

The users can navigate between the different pages using the **Red Navigation Button** present at the top of the page.



The user can click on **the Edit option** to open **the input form, add further updates and post the event from drop down (present at the bottom of the page) to Significant Event Board.**

Once the event is posted on **Significant Event Board** either **District or State Significant Board**, all the users under the selected district (for District Significant) and across state participating in the incident will get the notification.

5.5. Shelters

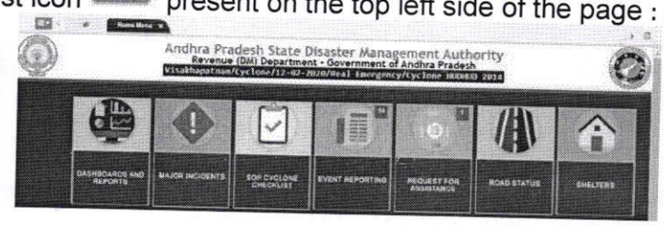
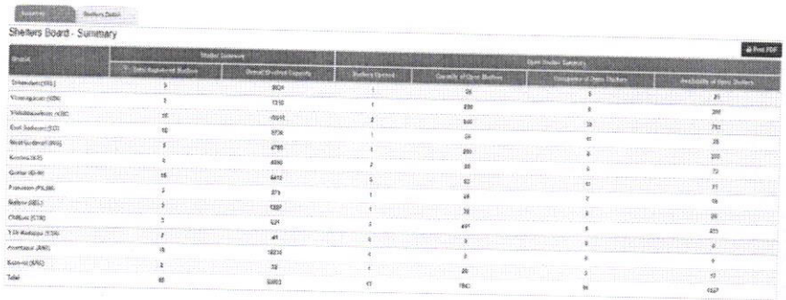
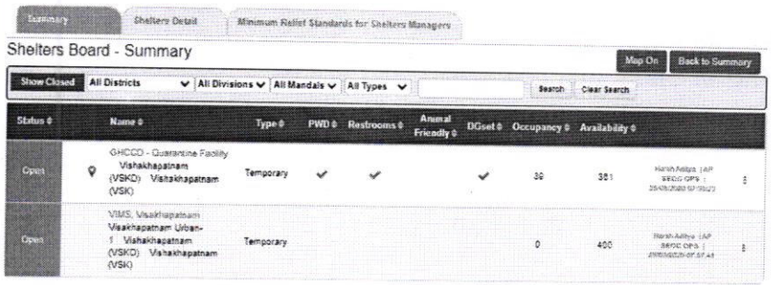
Description

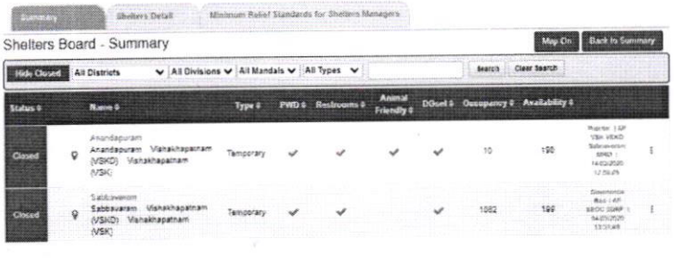
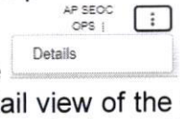
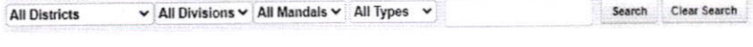
- A process to manage and track the type of shelter, its availability and occupancy status of each shelter and relief camps.
- The details of the shelters related to its location, its type and expected occupancy count will be mapped on the system.
- This process will enable the decision makers to drive the evacuation efforts at the Mandal level according to the availability of the shelters.

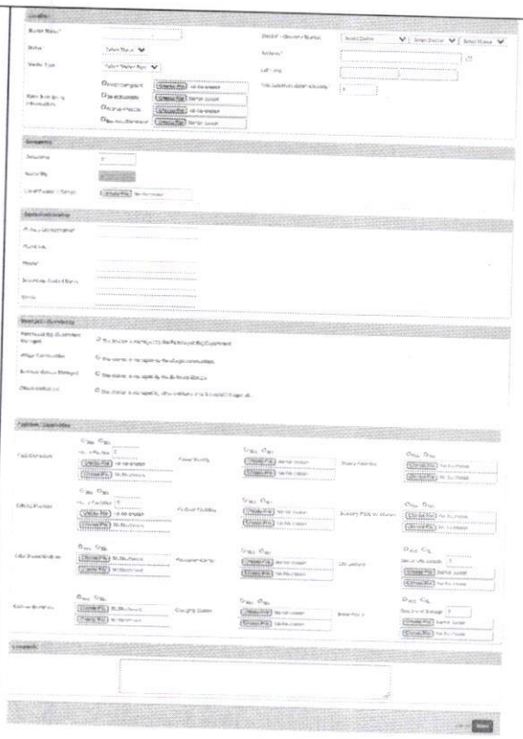
Process flow

- Contributors - Mandal level officer will be the major contributor to the system, during the time of emergency MRO will be expected to update the status of Shelters regarding its availability and occupancy.
- Tracking - Tracking of the status of each shelter will be managed / monitored by RDO, DRO, DC and REV to drive the evacuation efforts.

Steps	Action	Role

1)	Click on the **Shelters** icon on the Home Menu or select **Shelters** from the list icon present on the top left side of the page :  	ALL USERS
2)	The user can switch between Summary and Details of each Open shelter in all Districts across state using Buttons present on **left top** of the Board Shelters Board - Summary On opening from **Home Menu** user a new window will open as New Tab with name **Shelters.** The officers will get the summary of shelters present across the state as shown below:  	ALL USERS DC, DRO, DEOC, SEOC INCHARGE, EDSDMA, MD (SEOC REV)
	These users can drill down to each district by clicking on the district name, once they click on the district name, the shelters with **OPEN** as status will be shown first as shown below:  	

	For viewing all the shelters irrespective of status individually the user has to click on **Show Closed** button, present just below the name of the board. Show Closed, on clicking this button user will be able to see the complete details of the each shelter.  The user can also get into the details of each shelter by clicking on the ⋮ dotted button present in the right corner of the each shelter as shown here  by clicking on the Details, user can open the detail view of the shelter containing detailed information about that particular shelter. The user can also go back to SUMMARY page by clicking on Back to Summary Button Present on the right most corner of the board name. Back to Summary The user can filter the information by selecting **various filters and search option** present on the top of the page. 	
3)	On opening from **Home Menu** user a new window will open as New Tab with name **Shelters**. Under that tab the users can view each shelter and their occupancy status. Under the section of **Shelter Details**, first view users will have the shelters that are **Open** across the state. Under this section the user can do entry of new shelters by clicking **New Entry Button** +New Entry to open the shelter input form where the user needs to record the details pertaining to the new shelters.	



The user after filling the required input form and attaching the images can Save the Shelter details by clicking **SAVE** button.

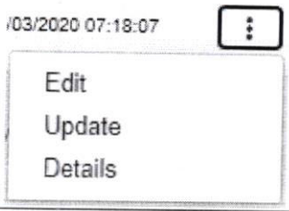
ALL USERS

Once the entry is saved the **Shelter with Open Status will be reflected on the list view**, if the **shelter is marked as close** by the user the **shelter will be saved in the backend** which **can be viewed by clicking filter button of Show Closed** as discussed above.

4) **Updating Existing Shelters**

The user can click on **this dot button** ⋮ **present** on the right most corner of the each shelter list to open **options** for editing, updating or view details of a particular shelter as shown below:

ALL USERS



- The user can select **Edit/Update** option to open the form to fill the required details as the situation demands.
- By clicking on Details the users can view detailed information.